

# PSIC Outreach Program Update

---

**Michael Todd, Outreach Manager, PSIC Office**





# Outreach Program Objectives

- Stakeholder Engagement
- Information Sharing
- Identification of Needs and Resources
- Participation in Training and Exercises



# Stakeholder Engagement

- Recruitment of SIEC Workgroup Members
  - Over 20 members recruited to fill the Technical and Operational Work Groups



# Information Sharing

- Work with DEMA to identify possible AIRS site/agreement with the Havasupai Tribe
- Identified a new site in the Grand Canyon Park for potential future use for an AIRS suite
- RECCWG (Regional Emergency Communications Coordination Working Group) meeting at FEMA Region IX



# Identify Needs and Resources

- Grand Canyon Communications Roundup
  - Attended with Mark Venuti
  - AIRS Training presented
  - Participation by local, county, state and federal users
  - Identified a problem with Bill Williams AIRS VHF and UHF repeater.
  - Reported to NOC, and it is now fixed and operational
- Puerco Valley AIRS Training
  - Attended with Mark Venuti
  - Participation by local, state, and federal users
- RAC Meetings
- Bureau of EMS Air-Ground Transport meeting
  - Assist with air to ground communication discussion



# Training & Exercise Participation

- Completed COM-L Class
- Organizing COM-L Class in Sierra Vista
  - Part of National Roll Out. Arizona provided one class by SEARCH
  - Sept 30-October 2<sup>nd</sup>
- Participation in planning and execution of Yuma TTX
- Arizona Emergency Services Association Conference
  - Presentation on AIRS, Narrowbanding and PSIC Office Update

# Interoperable Communications Tabletop Exercise (TTX) Summary

---

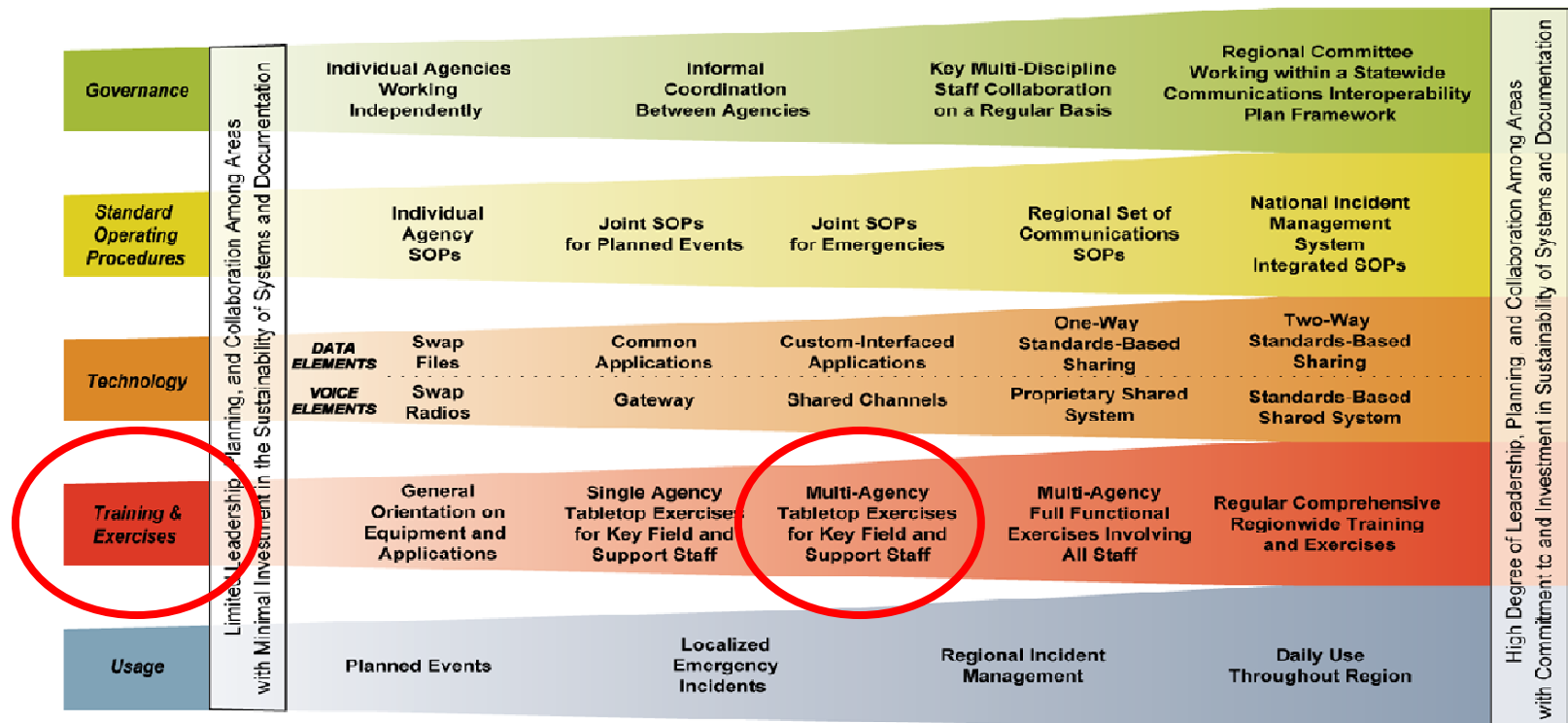
**Michael Todd, Outreach Manager, PSIC Office**  
**Greg Wilkinson, Asst. Director, City of Yuma IT Services**





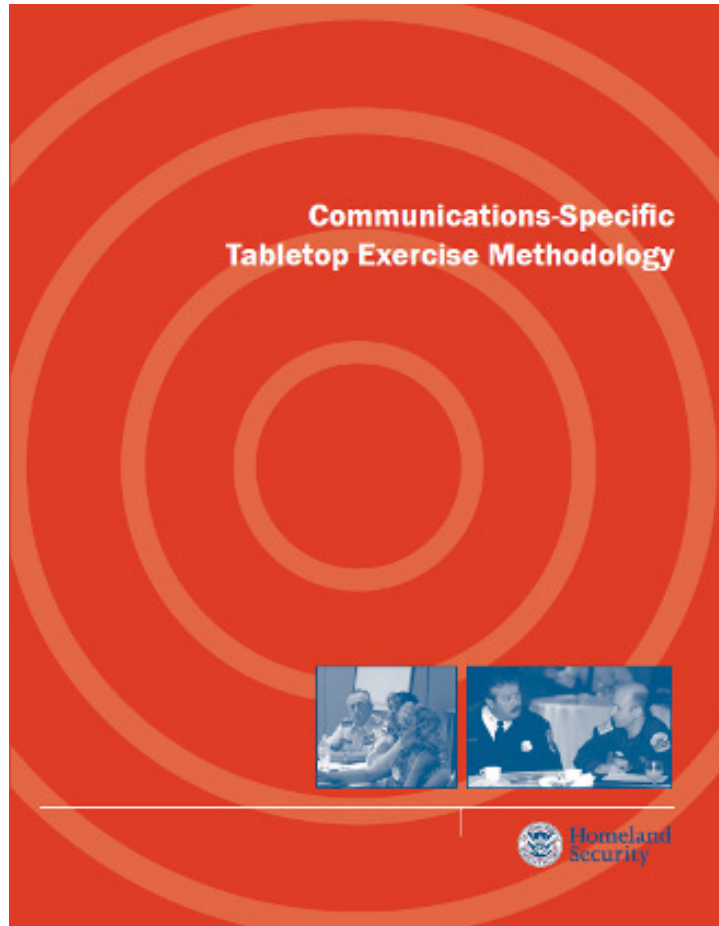
# SAFECOM and the Tabletop Exercise

- Communications-Specific Tabletop Exercises are supported by the U.S. Department of Homeland Security (**DHS**) Office of Emergency Communications' (**OEC**) Interoperable Communications Technical Assistance Program (**ICTAP**)





# The Communication-Specific TTX



- Developed in partnership with emergency responders to ensure realistic scenarios and usable results
- Is a discussion-based exercise focusing on existing plans, policies, mutual aid agreements and procedures used
- Emphasizes
  - Communications capabilities or gaps
  - Assets in place or their absence
  - Use of supporting processes
- After action debrief and report
  - Links each gap with ability to complete a task
  - Documents potential real-life implications of not filling the gap
  - Provides mitigation recommendations



# Yuma Tabletop Exercise (TTX)

- Arizona was one of only three states awarded TTX support
- ICTAP's Operations Group designed the exercise, which was led by Dr. Jennifer Hendry, senior scientist for ICTAP
- The Scenario used was a small protest at the border turning into a large scale protest and riot moving through most of Yuma County, taxing all of the 9-1-1, land line and cell phone towers
- Participants included 69 local, state and federal first responders from 21 agencies



# Yuma TTX Events

TTX Award	2/18/2009
Initial Planning Meeting	4/7/2009
Finalize Scenario and Exercise Logistics	4/30/2009
Exercise Conducted	5/21/2009
Quicklook Presentation	5/22/2009
After Action Report/ Improvement Plan Presentation	6/8/2009



# TTX Results

- Awareness of what you have to work with
- How to work within the limitations of what you have to your best advantage
- Helps promote necessary steps to resolving identified interoperable communications gaps
- Allows good measurement of progress toward resolution of identified gaps
- Provides guidance and experience that can be applied to future exercises



# ICTAP's Perspective

“For every gap, we address how that gap fits one or more of the critical tasks in the DHS Target Capabilities List, focusing on critical tasks with the communications, planning, EOC management, public information and warning, and on-scene management capabilities”

*Jennifer Hendry, PhD  
Senior Scientist, ICTAP*



# Yuma's Perspective

The team linked each gap with the ability to accomplish a critical task and documented the potential real-life implications of those gaps.

**Greg Wilkinson**

**Assistant Director, Information Technology Services**

**City of Yuma, Arizona**

**(928)373-4902**

**[Greg.Wilkinson@YumaAz.gov](mailto:Greg.Wilkinson@YumaAz.gov)**

***Questions?***

***Discussion***

---

